

TERMS AND CONDITIONS

By making payment, you are agreeing to the Terms and Conditions outlined below.

1. DEPOSIT AND PAYMENT

- To confirm your booking a \$250 deposit is payable within 3 days of the booking date.
- If notification of deposit is not received within 3 days, the booking will be cancelled.
- Full payment is due 30 days prior to arrival date unless other arrangements have been agreed upon and are in writing.
- Preferred method of payment is EFT Transfer or Direct Bank Deposit (refer to your booking confirmation for account details).
- CREDIT CARD - Visa, MasterCard, Amex or JCB are accepted and a 1.5% surcharge applies. If you wish to pay by credit card, please ring us or use the credit card authorisation form attached. This can be faxed, or scanned/emailed back to our office.
- OVERSEAS GUESTS MUST USE A CREDIT CARD FACILITY. OVERSEAS BANK TRANSFERS ARE NOT ACCEPTED.
- If final payment has not been paid 7 days prior to the arrival date, Luxury Private Apartments will charge the original card that the deposit was made on.

2. CHECK IN – 2:00PM AND CHECK OUT – 10:00AM

3. BOND FORM

We will require a bond form to be completed and returned prior to your arrival with the credit card details and signature of the card holder. Please note: we will only process monies on your credit card if there is reported damage to the Property, or the 'Terms and Conditions' are not adhered to. (Please see further details below).

*If you do not hold a credit card and cannot provide one as a bond, we will require a \$1000 cash bond to be paid. This payment will be refunded once we receive your departure inspection report and no charges are required. (Please inform our office via email if you wish to pay the required bond via this method).

4. CLEANING EXCESS

If the unit is not left in a tidy condition, an excess fee of up to \$250.00 may apply (e.g. rubbish not being removed, dishes not washed and put away). Please report any existing damage to the unit upon your arrival. Please also report any damage which occurs during your stay.

5. CANCELLATION POLICY

- Your \$250 deposit is non-refundable after payment, but is transferable to another date for the same apartment. The apartment must be re booked within 12 months from the cancellation date.
- If you choose to transfer your deposit, a \$100 administration fee will apply.

- After the full payment due date (30 days prior to arrival) payment is non-refundable if the unit is not re let.

6. CHANGES AND RESPONSIBILITIES

- Luxury Apartments is not liable for and is not required to honour any pricing displayed that is quoted in error. Confirmation and invoices are subject to re-issue if incorrect through error or omission and you agree to then pay the correct cost or to cancel the booking. A cancellation under these circumstances does not incur any cancellation fee.
- In the event that the property you have selected is removed from the Luxury Private Apartments letting pool, you will be notified and we will endeavour to offer you suitable alternative accommodation options. Should an alternate holiday property option not be suitable for the period of your stay, you may cancel your booking without penalty.
- All properties under management are privately owned and are rented on a fully self-contained basis. In the event of faults and/or malfunctions of appliances or inclusions, there is no obligation from the owner or agent to compensate or discount. We will accept no responsibility for any inconvenience with machinery breakdown. In such circumstances, the agent will undertake best endeavours to repair, replace or hire an alternative. Please keep in mind some items which may need to be replaced or parts ordered can take time.
- Each apartment is in a Strata-titled complex, is individually, managed, owned and decorated to the owner's taste, so they are all different, however all apartments have similar facilities and inclusions.
- All Resort facilities and apartment exteriors are managed and maintained by Strata Management Services, Luxury Private Apartments will accept no responsibility for any inconvenience caused by maintenance or repairs of the Oaks Pacific Blue Complex.

7. TRAVEL INSURANCE

We strongly recommend TRAVEL INSURANCE to cover cancellations, travel delays and all other unforeseen incidents and accidents.